



## Knowledge Management in e-Business Environment

**Mahdi Abbas Taher**

MBA Department, Management College of Tehran University, Nasr Bridge, Tehran, Iran

Email: Dr.mahdi.a.taher@gmail.com

### Abstract

The ultimate intention of this thesis is to achieve a better understanding of how some critical factors for the successful application of knowledge management (KM) can effect on e-business in companies. Besides, this study prepares a framework discriminating three dimensions of e-business: e-information, e-communication and e-workflow. KM covers an extensive range of usefulness and sustains various sets of activities and supposed that the KM success, are the Key Success Factors (KSFs) on the contributions of quality and quantity to the system. Therefore, to achieve the research objective, this work limits the field of investigation to that key success factors for KM, devoted to the formalization and the sharing of best practices and experiences within the organization and also examination of the influences and relationships between KSF and e-business. Based on the existing literature, a research hypothesis has been developed and tested through a quantitative study. The data is collected through a questionnaire that was administrated among sample comprising 70 managers from the various private companies/organizations. The outcomes confirm positive relationships between all five KFS parameters but there is a lack of leadership. Moreover, there are highly positive relationships among the three dimensions of e-business. At last, the KFS has a significant effect on e-business in regarding the correlation results.

*Index Terms— Knowledge Management (KM), KFS, e-business, e-business dimensions*

### I. INTRODUCTION

The fast rate of technological development, market globalization, and competition are having a straight effect on business organizations. They are needed to have knows how that enables them to calculate globally and locally. Based on [10] “nowadays, organizations know that in order to achieve they should observe information as a benefit and deal with it efficiently”. In fact, several organizations are “turning themselves into knowledge specialists” [5]. Thus, knowledge management is a creative management implement for these particular organizations, which allows promoting from the present interest in the subject in academia and practice as a new approach to development.

The knowledge sharing, creation and translating it to recent services and products causes to further loyal and satisfied consumers, superior decision making, enhances manpower abilities, and more than everything else enhances performance [21]. Considering these several organizations recognize that in knowledge economy; there is a recent access to act development attached to their capability to commit in activities purposely intended to enable the design and knowledge sharing as well as the competency to translate it to recent services and products, which develop performance of organizational and arises strategic profits. In a fast-paced and worldwide business condition, organizations are competing to enhance their market share and income by creating capable utilize of their intellectual investment to produce reasonable services and products in industrial societies [2].